



SY portal

Best practices to adopt

To enable faster payment of your invoices, here are the best practices to adopt when submitting your invoices to CEGEDIM's SY portal.

Invoice number



Your invoice number must match all the characters shown on your document.



Don't use: "no."

- "#"
- "Invoice" unless it's part of your document number
- spaces, which are considered as characters that aren't in your invoice number.



If the conditions aren't met, we'll be obliged to cancel your non-integrable invoice and ask you for a new submission.

Purchase Order



The purchase order must be video-coded in full, and consistent with the information provided by your CDC interlocutors.



Here are the prescribed forms for CDC orders: A.XXXXXX-

- C.XXXXXXX
(in this exact format)
- XXXXXXXXXXX
- XXXXXXXXX-X
- XXXXXXXXX_XX-X

The X's representing figures



Don't add any extra characters



An erroneous or incomplete number leads to internal searches and therefore to a longer settlement time.

Bank details



The video-coded IBAN must be the same as the one on the invoice and given in full.



A French IBAN has 27 characters and begins with "FR".



An erroneous or incomplete IBAN blocks the invoice and requires additional action, extending the settlement time.

Amount



The video-coded amount must be identical to the invoice to the nearest centime.



Pay attention to the amount for invoices mentioning down payments



An incorrect or incomplete amount will result in cancellation of the invoice and a new submission will be requested.

Down-payment



A down payment is an advance on a future service, not a payment arrangement.



The term "down payment" must be clearly featured

Indicate the amount for the service including tax, the amount of the down payment to be settled including VAT and its percentage share of the invoice.



A compliant down-payment invoice ensures faster processing

Balance invoice



The balance invoice enables payment of the remainder of the service after the down payment has been made.



Please indicate:

- the amount of the service including
- tax Deduction of the down payment
- already made
- net payable or balance including tax

Remember to video-code the down-payment number



A complete balance invoice enables more efficient reconciliation of down payments

Credit note



A credit note represents a partial or total refund of a previously issued invoice.



Remember to video-code the initial invoice number.



A compliant credit note invoice enables faster processing



Once the invoice has been video-coded, you can modify the data if it doesn't match your PDF by completing the fields on the left of the screen.



If you have any questions, please contact:

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